



Tasmanians With Disabilities Inc.



DISABILITY AWARENESS TRAINING

Information Booklet



DISABILITY

An inability to perform some or all the tasks of daily life.....

At present this may or may not affect you or anyone else associated with you.

But it is a fact of life that every day that passes brings us all to a state of mind and body that has depreciated and it becomes harder, if not impossible to perform some or all the tasks of daily life.

Namely....

- Vision is not what it used to be.
- Hearing is perhaps deteriorating also.
- Joints and muscles are not performing as well as they did.
- Fatigue sets in much earlier from day to day.

We now find that it is not as easy as it used to be to get the services we once took for granted. This is where **Customer Service** is now a part of life that can either be easy or extremely stressful for both parties involved.

Tasmanians with Disabilities Inc. established their Disability Awareness Training Workshops with this in mind. Their mission is to empower service providers by teaching them how to make their interaction with consumers more effective.

As all our trainers are people with disabilities themselves, there is no-one better qualified to advise why issues can and do arise, and the best way to deal with them.

When you leave our workshops, you will feel much more competent and able to deliver a service without feeling stress and embarrassment if you are put in a position that was alien to you and you felt unable to cope.

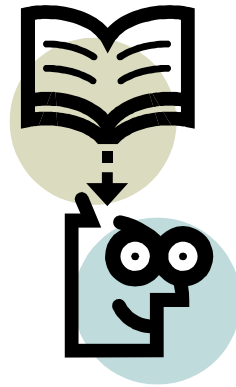
It **IS** a fact of life that the people your customer service staff will most probably have to deal with on a daily basis more than likely is a person "with the inability to perform some or all the tasks of daily life..." and this could very well be you or me.

So take this opportunity to enrol in our next advertised Disability Awareness Training Workshop and show that you are serious about becoming aware and showing you care....Get the Key!

<http://www.twd.org.au>
for further information.



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WHO WE ARE.....

Tasmanians with Disabilities Inc. (TwD) is a **peak organisation** promoting disability rights in Tasmania. They are a consumer-focused organisation **founded by people with disabilities and managed by people with disabilities**. We do not discriminate on the basis of disability nor do we determine what a disability is. We operate under an inclusion policy and offer membership and/or services to any person with a disability who seeks our support. The ethos upon which we were founded and operate is **"A Voice of our own"**.

Our strength lies in our ever increasing membership of individuals dedicated to **advancing the rights and full participation of people with disabilities in the Tasmanian community**. However as a peak organisation we endeavour to represent, consult with and work collaboratively with the wider disability community both through those disability organisations who are members, and with other consumer-based disability and advocacy organisations.

We were founded on the principles of the United Nations Declaration of Human Rights and hence our philosophy and values are governed by these essential human rights - particularly in the areas of **health, education, access and employment**. We are committed to the pursuit of equality of civil, political, social, economic and cultural rights and the responsibilities that come with those rights. We recognise that each individual in our society is unique; they have their own talents, skills, experiences and knowledge as well as their own specific needs and wants. We believe that a just society openly acknowledges these differences and not only celebrates the skills and talents but also provides for the needs and wants by **ensuring the necessary support for equality of outcome not just equality of input**.

We intend to continue our work of building an organisation of integrity, which is respected by both the disability sector and the wider Tasmanian community, and an organisation that is known for its professional and ethical approach and its strong representation of consumer issues and social justice. We work with people with disabilities in a **consultative, collaborative and participatory way** on issues that impact on their lives and provide systematic advocacy and leadership to inform the community of the views and aspirations of people with disabilities.

We feel that the impact of disability can be mitigated by the provision of quality education and training throughout the community, business and recreational sectors in metropolitan, rural and regional communities and workplaces, so we commenced our 2007 Disability Awareness Training workshops and to our knowledge, there is nothing like it accredited in Australia.

Our Disability Training Workshops are resulting in the following achievements -

- Makes a difference
- Builds cohesive and stronger communities
- Encourages innovative solutions and new approaches to issues
- Meets a demonstrable need
- Promotes sustainable and long term outcomes
- Promotes community involvement and commitment
- Encourages community organisations to work together and form partnerships in the delivery of services

Our Disability Awareness Training also has already proven to have a great impact on an improved understanding of the legislative framework surrounding disability discrimination. It has begun to enhance wider understanding in the community, in workplaces, and in areas where people with disabilities have been excluded or limited as a result of poor knowledge or understanding of their needs, aspirations and lifestyles.

As part of our training, we seek to attract all people with disabilities to our Workshops - including the young who may have the potential to become part of our course delivery. We are prepared to train them, and they would receive a nationally recognized qualification. This in turn would enable us to perhaps utilise them in training others as needed as our trainer numbers need to be increased.



WHAT WE DO...

TwD and its training division incorporates quality and best practice standards in accordance with the guidelines, policies and procedures contained in the AQTF national principles, standards and operational protocols as implemented by the Tasmanian Qualifications Authority. We develop and implement ongoing quality control and continuous improvement policies and procedures throughout our activities and business behaviours.

Our policies and procedures are subject to ongoing review and continuous improvement, and those reviews are conducted against the **latest benchmarks in education and training** and are based on the findings of data analysis of evaluation documents. Our decisions and actions are based on facts and data including the attendance/take-up rates of training course/s and evaluation documentation from trainers and trainees.

One of the major contributions we make towards representing and advocating the rights of Tasmanians with disabilities, is by active participation on Government, non-Government and private sector boards and committees and these are listed below.

- Hobart City Council
- Glenorchy City Council
- Clarence City Council
- Paraquad Association
- Universal Housing Committee
- The Physical Disability Council of Australia

We have already conducted numerous workshops for staff of various Government/Local Government Agencies which have received the highest praise from the following -

- Hobart City Council
- Clarence City Council
- Housing Department of Tasmania
- DIER
- Forestry Department
- DHHS (Personal Care)

And we have a standing commitment to train the cadets from the Tasmanian Police Academy at the conclusion of their training annually.

Our Organisation, Tasmanians with Disabilities Inc. is striving to become virtually self-sufficient in the future, but we also fully recognise that ongoing funding is difficult and will become more so as time goes on.

The initiative was therefore taken to utilise our premises at 20 Creek Road in a more productive manner by improving our facilities and offering a "one stop" **Training and Information Centre** and was officially opened on 3 December 2007 in conjunction with our inaugural Arts & Crafts Exhibition which proved to be a resounding success.



We now offer other likeminded Organisations and members of the general community the opportunity to utilise these facilities.



Each year we undertake a Christmas Party for our members and friends as well as monthly tea nights where they enjoy a meal and a movie and the company of friends which for many is their only social event.

WHAT WE OFFER...

Giving your work force the skills needed for a more inclusive and equitable society

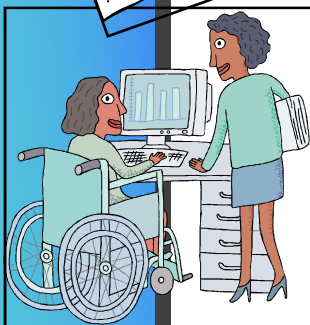
The object of our training is to increase awareness about people who have a disability and to break down the barriers that exist in our society and include the following -

- **Options to suit your organisation's specific needs.**
- **Qualified trainers who all have a direct personal experience of disability.**
- **All content is Interactive and relevant.**
- **Training materials included for each participant.**

Our classes usually number no more than 25 or less than 10 at a time and may include the cost for two interpreters if required depending on their availability. Price also includes training manuals and Certificate where applicable.

The training includes:

- **Definition of disability**
- **Categories of disability**
- **Barriers to full participation in the community**
- **Discrimination; legislation and Principles**
- **Rights and responsibilities**
- **Coping strategies**
- **Provision of service or assistance**
- **Training manual**
- **Certificate**



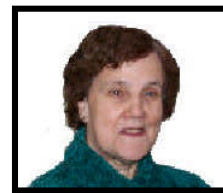
OUR FACILITIES...

We offer a fully accessible venue for our Workshops which includes the following...

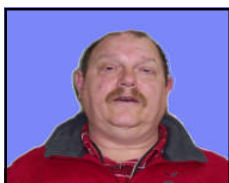
- A drive through area where people can now alight from a vehicle at the front door, with easy access to rooms.
- Three separate training rooms incorporating....
- Digital/data projector and full size screen, dvd player, set top box and entertainment system for use with laptop.
- Heat pump ensuring adequate temperature to suit. Seating for up to 70.
- 68cm television and DVD/VCR Combo. Seating for up to 10 people.
- 68cm television and DVD/VCR Combo Seating for up to 10 people.
- Teleconferencing facilities.
- Two fully accessible wheelchair friendly toilets.
- FM Hearing Audio Loop system.
- Electronic Whiteboard.
- Full Kitchen facilities.
- Parking



JAN MILLER



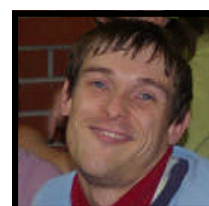
Jan is the President of our Organisation and is totally blind. Jan has had a long association with Tasmanians with Disabilities Inc. as a committed volunteer, holding several positions from the Executive through to Sub-Committees. She is a member of the Hobart City Council Access Advisory Committee, Station Manager of RPH Print Radio Tasmania and is currently President of the Braille Writers Association, Tasmania.



DAVID GORDON

David is the Secretary/Treasurer of our Organisation and is legally blind. He has been one of the original trainers of small groups since 1994. He is also heavily committed to the disability movement with his involvement with Royal Guide Dogs Tasmania and Tasmanian Visually Impaired Children. He is also a member of ACAA (Associated Consultants in Access Australia) and is a member of the Access Advisory Committees for Hobart/Glenorchy and Clarence City Councils.

PATRICK EADINGTON



Patrick has Cerebral Palsy and has been a long standing member of TwD. Currently he is studying for a Bachelor of Arts Degree at the University of Tasmania. He represents the organisation on the Hobart City Council Access Advisory Committee and is quite a vocal advocate for people with disabilities in the Community.

Disability Awareness Workshops

Information Sheet

Number of participants: (Signified by Agency)

Sessions: (Depending on numbers)

All sessions will be conducted at our Training & Information Centre at 20 Creek Road, Lenah VALLEY.

Consisting of either half day (3.5 hours duration) or full day sessions depending on your requirements to be held on a Wednesday and Thursday over a specified period.

Morning or afternoon sessions will be applied as required with commencement times being either 9:00am for 9:30am or 1:00pm for 1:30pm start.

Program:

1. Training covers both the State and Federal direct and indirect discrimination Act. The session also includes participants experiencing at least two types of disability in practical sessions.
2. Screening of Informative DVD's.
3. Information manuals for participants are supplied.
4. Certificate of Attainment for all participants.
5. Morning or Afternoon tea (Lunch if full day session)

Costing for these workshops

will be at a rate of

Full day - \$130.00 per head.(GST Inclusive)

Half Day—\$60.00 (GST Inclusive)

Maximum of 25 per session.

Minimum of 10 per session.

MISSION STATEMENT...

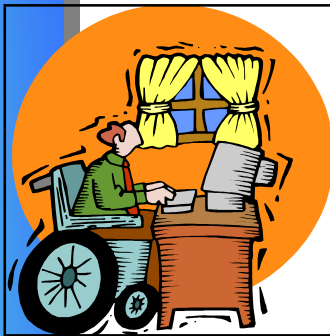
Our Vision is for a society that demonstrates it values and respects people with a disability and provides equal access to all aspects of community life.

Tasmanians with Disabilities Inc. is a consumer driven, peak organisation of individuals and their organisations that advocates for the advancement and full participation in the Tasmanian community of people with disabilities.

Tasmanians with Disabilities works to improve the living standards and fights for the rights of people with disabilities, both in Tasmania and throughout Australia. We were established by people with disabilities as Disabled Peoples' International (Tasmania) Inc. in May 1983. In 1996 the name "Tasmanians with Disabilities" was adopted to more accurately reflect its work. People without a disability are very welcome as associate members, however, the Constitution ensures that the organisation is controlled by and for people with disabilities.

The Organisation aims to achieve the following goals for people with disabilities:

- the right to employment;
- equality of opportunity;
- the right to education;
- the right to rehabilitation;
- the right to recreational and social integration;
- the right to economic security;
- the right to independent living;
- the right to full participation in all the activities of the wider community;
- the right to participate in any decision-making processes affecting people with disabilities; and
- the right of those people who require advocates to have the advocate of their own choice.



Tasmanians With Disabilities Inc. has defined three priority areas to concentrate on in the immediate future. They are:

- Education/Public Awareness;
- Disability Rights/Advocacy; and
- Communication/Partnerships.

We also recognise the need to Strengthen Our Organisation by:

- Improving practise and procedures;
- Responding to members' needs; and
- Providing opportunities for social interaction.

IN SUMMARY...

Over the past two years with the generous assistance of the Tasmanian Community Fund we have been able to completely renovate our premises and upgrade our equipment to a level that is comparable with most other venues on offer.

This we can do at a very competitive price and also offer the benefits of fully accessible parking, toilets, kitchen facilities for people with disabilities if required.

As you can appreciate, to fulfil our obligations and at the same time contribute to making our Centre a success the alliance of your Agency and Tasmanians with Disabilities Inc. is most desirable.

It would most certainly demonstrate a willingness and desire to assist a Volunteer Not for Profit Organisation to sustain its existence and send a most positive message to the Tasmanian Community in General.

Therefore, we hope that this informative booklet will enable us to gain your favourable consideration and thereby help us to further our mission to become a self sufficient and ongoing asset to those in the community who need our assistance and advocacy in the years to come.

Regards

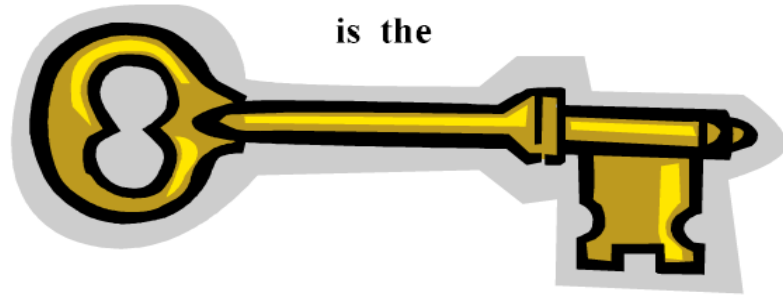
Susan Baldock

State Coordinator
Tasmanians with Disabilities Inc.

REMEMBER..

AWARENESS

is the





Become aware and show you care.....



Get the key

Tasmanians with Disabilities Inc.
Disability Awareness Training Workshops
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www.twd.org.au



